



San Francisco Health Network
Laguna Honda Hospital
and Rehabilitation Center

Laguna Honda Hospital Executive Team Report

September 12, 2023



Recertification Status Update

Our Recertification into the Medicaid Provider Program

- The California Department of Public Health and Department of Health Care Services recertified Laguna Honda Hospital in the Medicaid Provider Program.
- More than 95% of residents are supported by Medicaid.
- This recertification was the direct result of our team proving, in multiple rigorous surveys, that we meet the highest standards for resident care and safety, fire life safety and operations.



Recertification Status Update



Application for Medicare Recertification

- On August 23, we submitted our application for Medicare recertification.
- We were able to submit our application, because of Laguna Honda's work and dedication, and commitment to continuous improvement.
- **As of now, we are subject to a full survey by CMS, which could happen at any time, and without notice.**
- Our goal is to demonstrate to CMS that we meet the highest standards of resident care and safety, fire life safety and operations.



Recertification Status Update



Our Commitment to Excellence

- Throughout the recertification process, we have remained dedicated to our residents.
- Their health, safety, and wellbeing are our top priority.
- We remain confident that Laguna Honda is the best place for our residents to receive care.
- We will continue to demonstrate that we are a new and different Laguna Honda Hospital, and have sustained the significant improvements that have been made.



Recertification Status Update



Action Plan Update

- The Centers for Medicare and Medicaid Services (CMS) 90-Day Monitoring Survey #3 took place in June.
- In July, we submitted our proposed Action Plan in response to the June survey, as well as other non-monitoring-survey findings, to CMS.
- The proposed Action Plan includes approximately 300 milestones for Monitoring Survey #3 and 150 milestones for non-monitoring-survey findings.
- We have submitted 257 milestones for Monitoring Survey #3 and 109 milestones for non-monitoring-survey findings.
- In collaboration and partnership with the Quality Improvement Expert (QIE), LHH and the QIE have mutually agreed to pause milestone reviews, effective 8/24/23, during the current CMS Medicare Survey window, meaning the Medicare recertification survey can occur at any moment. Upon completion of the CMS Medicare recertification survey, the milestone reviews will resume.



Recertification Education Fair



Action Plan Related Trainings

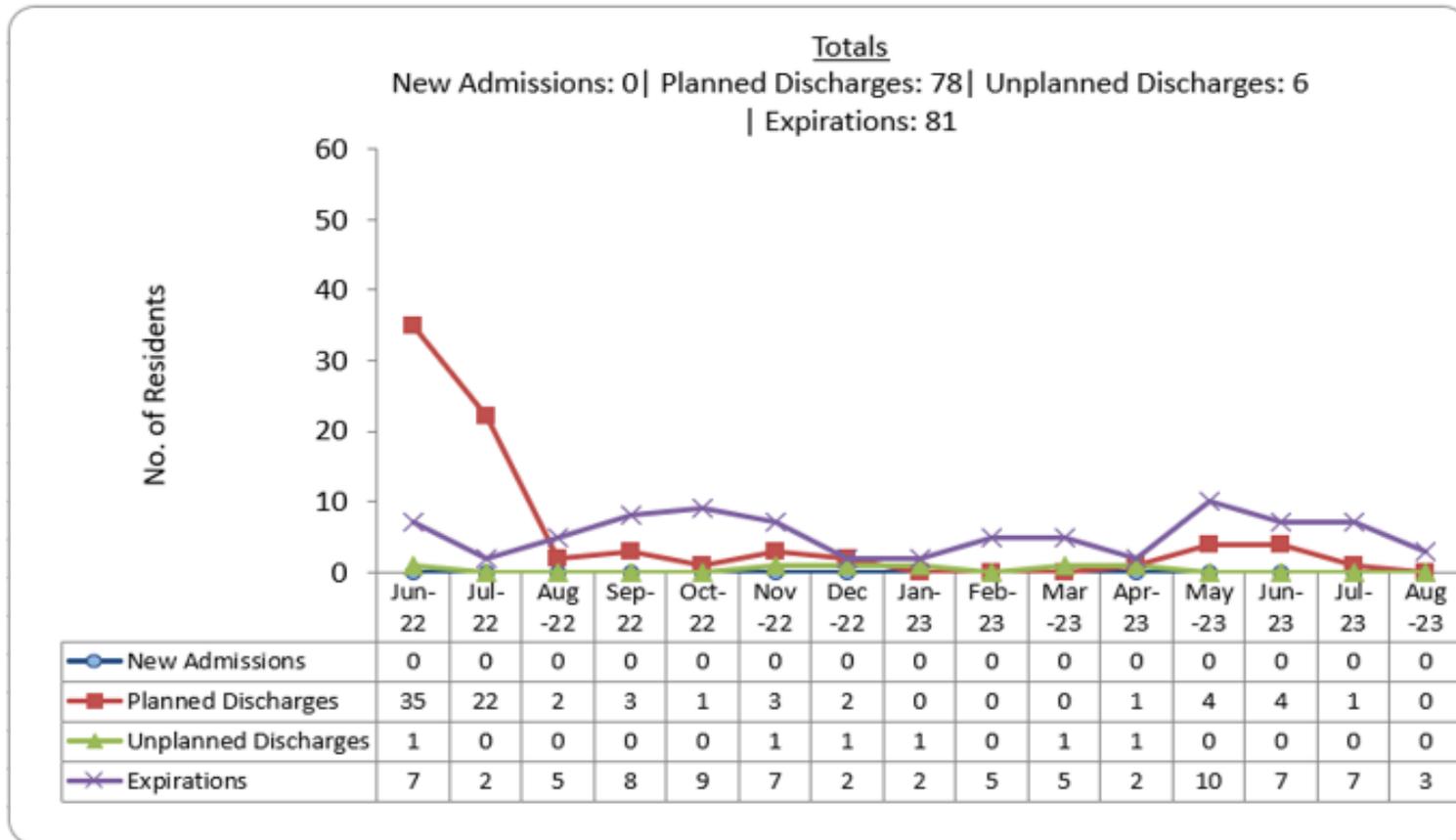
- In August, Laguna Honda hosted its third Recertification Education Fair.
- Topics included abuse and grievance response, linen handling, meal delivery processes, creating a homelike environment for residents, resident mobility, and medication administration.
- Thanks to the hard work of our team, 97% of LHH staff attended.



State of the Hospital



Admissions*, Discharges, and Expirations



August 2023 average daily census was 493

**New admissions are currently on hold.*





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